

Policy: **Municipal Complaint Policy**

Main Contact: **Clerk**

Last Revision: **March 2019**

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Purpose

The Municipal Complaint Policy is intended to provide a consistent and uniform process to respond to program and service delivery concerns raised by members of the public. The policy will assist the Municipality in continuing to provide excellent service to the public and will contribute to the continuous improvement of operations.

The following policy establishes guidelines and standards for the efficient handling and resolution of complaints made toward the Municipality in order to address concerns raised and improve services.

Scope

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, or staff member.

This policy does not address:

- Inquiries
- Request for service
- Feedback
- Compliments
- Request for accommodation
- Criticisms or anonymous complaints

- Issues addressed by legislation, or an existing municipal by-law, policy or procedure
- A decision by Council or a Board/Committee
- Internal employee complaints
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

For example, a request made to the Municipality for a specific service such as repair to street surface, by-law or parking infractions, damage to municipal property, or garbage pick-up do not qualify as a complaint under this policy.

This policy does not apply to outside boards (e.g. Renfrew Public Library Board), Closed Meeting Investigations, complaints made by employees, contractors, or volunteers working on behalf of the Municipality, or complaints about members of Council.

Types of Complaints

Informal Complaints

It is encouraged that individuals and municipal staff work to resolve issues or concerns before they become formal complaints. Informal complaints may be made in person, by phone, letter, email or fax.

It is the responsibility of municipal staff to attempt to resolve issues or concerns before they become formal complaints and identify opportunities to improve municipal services.

Formal Complaints

A formal complaint is generated when an informal resolution cannot be successfully achieved. This will result in a file generated, investigation, and decision. Appendix 1 of this policy is the Formal Complaint Form.

Formal Complaint Procedure

Filing a Complaint

The complainant must fill out a complaint form which shall include the following information:

- Contact details of the complainant
- Type of complaint

- Details of the complaint (location, employee involved, resolution requested, enclosures, date complaint submitted)
- Signature and date

Anonymous complaints will not be accepted.

Acknowledgement

Formal complaints shall be submitted to the Clerk's Office. Upon receipt, the complaint will be given a tracking number and will be acknowledged in writing within seven (7) calendar days.

The Clerk's Office will assess if the complaint falls within this policy as per the scope of this policy.

Investigation

All complaints are investigated by the appropriate Department Head. Complaints made against Department Heads shall be investigated by the Human Resources Committee. As part of the investigation, all involved parties (complainant, employee, etc.) may be interviewed.

Decision

A decision will be made within thirty (30) calendar days upon acknowledgement of the complaint. The Department Head, or Human Resources Committee, shall provide a written response outlining the results of the investigation into the complaint.

The response shall note whether the complaint was substantiated and include any actions the Municipality may take as a result of the complaint.

If the Department Head is unable to provide a response within thirty (30) calendar days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.

Appeal

Once the Municipality has communicated the decision, there is no appeal process at the municipal level.

In the event complaints cannot be resolved through the Municipality's complaint process, they may be submitted to the Provincial Ombudsman's office in accordance with the provisions of *Bill 8 Public Sector and MPP Accountability and Transparency Act, 2014*.

Records Management and Privacy

All records relating to the complaint shall be maintained in accordance with the Municipality’s record retention schedule.

During the complaints process, all Municipal employees shall adhere to all applicable legislation regarding privacy in accordance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*. Complainants should be aware that certain circumstances may identify them during an investigation.

Contact

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Clerk
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Change History

Policy Name	Effective Date	Significant Changes	By-law No.
Municipal Complaint Policy	March 26, 2019	New Policy	Resolution

Please return completed forms to:

Clerk's Department, Town of Renfrew,
127 Raglan Street South, Renfrew, ON, K7V 1P8
Telephone: 613-432-4848
Fax: 613-432-7245
Email: info@renfrew.ca

For Office Use Only

Complaint # _____

Received by: _____

Date: _____

Forwarded to: _____

Date: _____

Acknowledgement Letter Sent Date: _____ Staff Name: _____

Complaint forwarded to (staff name): _____ Date forwarded: _____

Decision on compliant (Action taken):

Final Response Letter Sent Date: _____ Staff Name: _____

Copies Filed with Clerk

- Initial Complaint
- Acknowledgment letter
- Additional Correspondence
- Final Decision Letter

NOTE: Personal Information on this form is being collected under the authority of the *Freedom of Information and Protection to Privacy Act* R.S.O. c.F. 31, s. 39 (2) for the purposes of improving customer service. Questions about collection of personal information may be directed by mail to the address above.